

# KCStat

[kcstat.kcmo.org](http://kcstat.kcmo.org)

November 10, 2015

#KCStat

Public Safety





# Public Safety

To protect Kansas City residents, visitors, and employees by providing comprehensive, high quality public safety services, including programs to prevent or significantly reduce public safety problems and threats in a timely manner.

# How To Get There: 2015 City Objectives For Public Safety

1. Reduce crime among all age groups. (Ongoing)
2. Retain an actively involved Community Prosecution unit within the City Prosecutor's Office to work with community organizations and leaders of the East and Central Patrol districts as an active resource in the struggle to combat and reduce crime. (Ongoing)
3. Reduce the impact of frequent/chronic users of public safety resources by partnering with service providers and educating property owners. (January 2017)
4. Maintain and enhance public safety capabilities to respond efficiently and effectively to natural/manmade disasters through the use of new technology and existing resources. (Ongoing)
5. Prevent animal-related threats to public safety and support animal welfare through improved pet license compliance, education, and effective animal response operations. (Ongoing)
6. (a) Administer expedient and impartial justice by improving the docket system for scheduling cases and for the timely disposition of cases (May 1, 2016) (b) Place appropriate matters in the relevant specialty court by enhancing communication and partnerships in the administration of justice. (Ongoing)
7. Coordinate between public safety departments, the Finance Department's Budget Office, and the Office of Performance Management to provide outcome-driven measures for specific programs. (October 2016)
8. Increase collections for EMS services by implementing key performance measures to ensure efficiency and revenue collection(Ongoing)
9. Improve ALS response time by converting basic life support (BLS) companies to advanced life support (ALS) companies without the need for additional staffing. (Five (5) companies annually for five years)
10. Introduce/support state legislation to enable increased revenue for Emergency Medical Services and dispatch services. (May 2016) **3**

# 2015 Measures of Success

Measures of Success	Actual FY15	Target FY16
Total crimes against persons	11,978	11,379
Percent of citizens satisfied with the city's overall efforts to prevent crime	50.5%	50.5%
Percent of citizens satisfied with quality of local emergency medical service	75.9%	75.9%
Percent of cardiac arrests (vfib/vtac rhythm) with return of spontaneous circulation (ROSC)	22.0%	20%
Percent of pets licensed	11.0%	11%
Percent of Traffic cases disposed within 90 days – Traffic (days)	82%	85%



# Public Safety:

## How we measure progress

### Animal Safety

42

Percent of citizens satisfied with animal control



Detail >

### Crime Prevention

50

Percent of citizens satisfied with efforts to prevent crime



Detail >

### Emergency Services

77

Percent of citizens satisfied with the quality of fire/EMS services



Detail >

### Promote Justice

93

Percent of Municipal Court cases cleared last month



Detail >

# Objective 7:

## Outcome-driven Metric Development

Coordinate between public safety departments, the Finance Department's Budget Office and the Office of Performance Management to provide outcome-driven measures for specific programs (October 2016)

Meeting held Monday, November 9

Goal: to develop outcome-oriented metrics for various programs associated with the Citywide Business Plan Goal of Public Safety

Outcome: Two topic areas were identified

# Crime Prevention

# Objective 1

Reduce crime among  
all age groups.  
(Ongoing)

## Objectives 1, 2 & 3

### Crime Prevention

50

Percent of Citizens  
Satisfied



on track

Detail >



# Citizen Perception of Crime Prevention

The key measurement for this priority is the percent of citizens satisfied with the city's overall efforts to prevent crime. The target for the end of FY2016 (April 30th, 2016) is to increase the percent of citizens satisfied from 44% in FY2014 to 48%, or a 2% increase per year. [Explore the data](#)

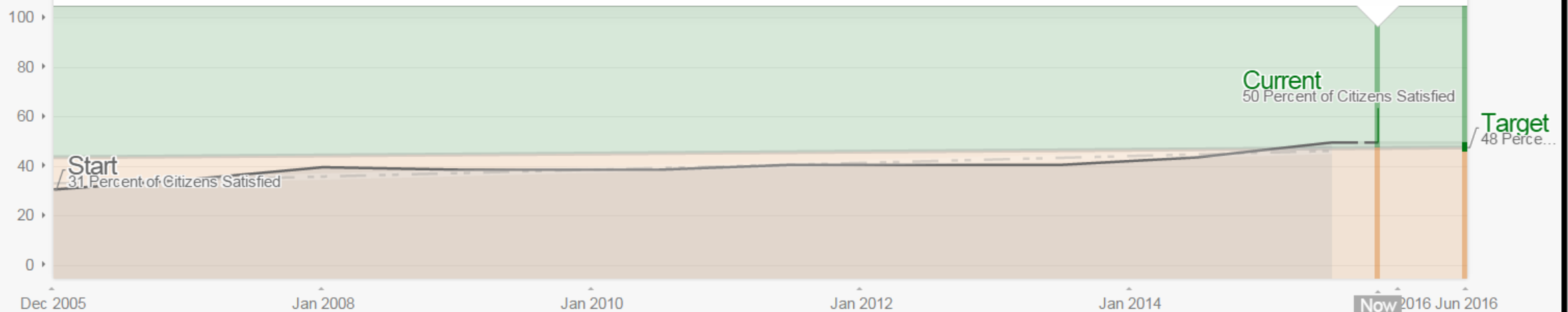
**50** Percent of Citizens Satisfied  
Current as of Jul 2015

48 Percent of Citizens Satisfied  
Jun 2016 Target



On Track

Hide chart



# Crimes Against Person And Property

## Crimes Against Property

31,378

Crimes against property in fiscal year

[Explore the data >](#)

Another key measurement for this priority is the number of crimes against property. The target is a 5% decrease in the number of crimes against property from fiscal year 2013-14 (which ends April 30, 2014) to fiscal year 2014-15 (which ends April 30, 2015).

## Crimes Against Persons

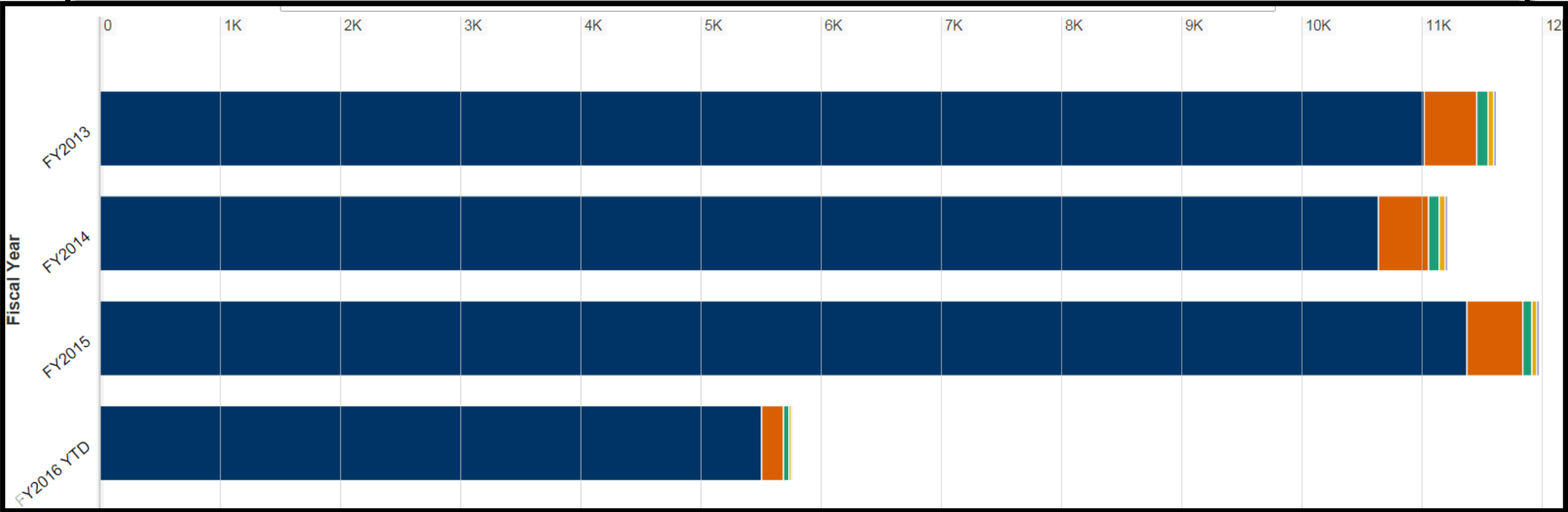
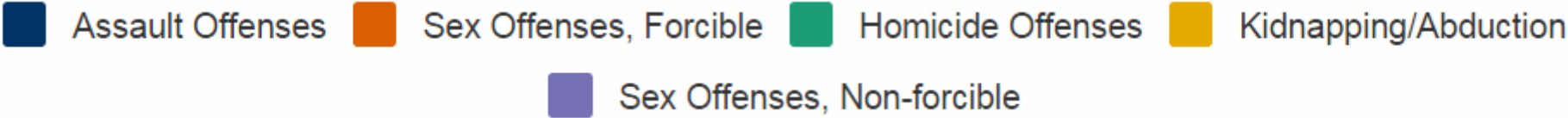
11,978

Crimes against persons in fiscal year

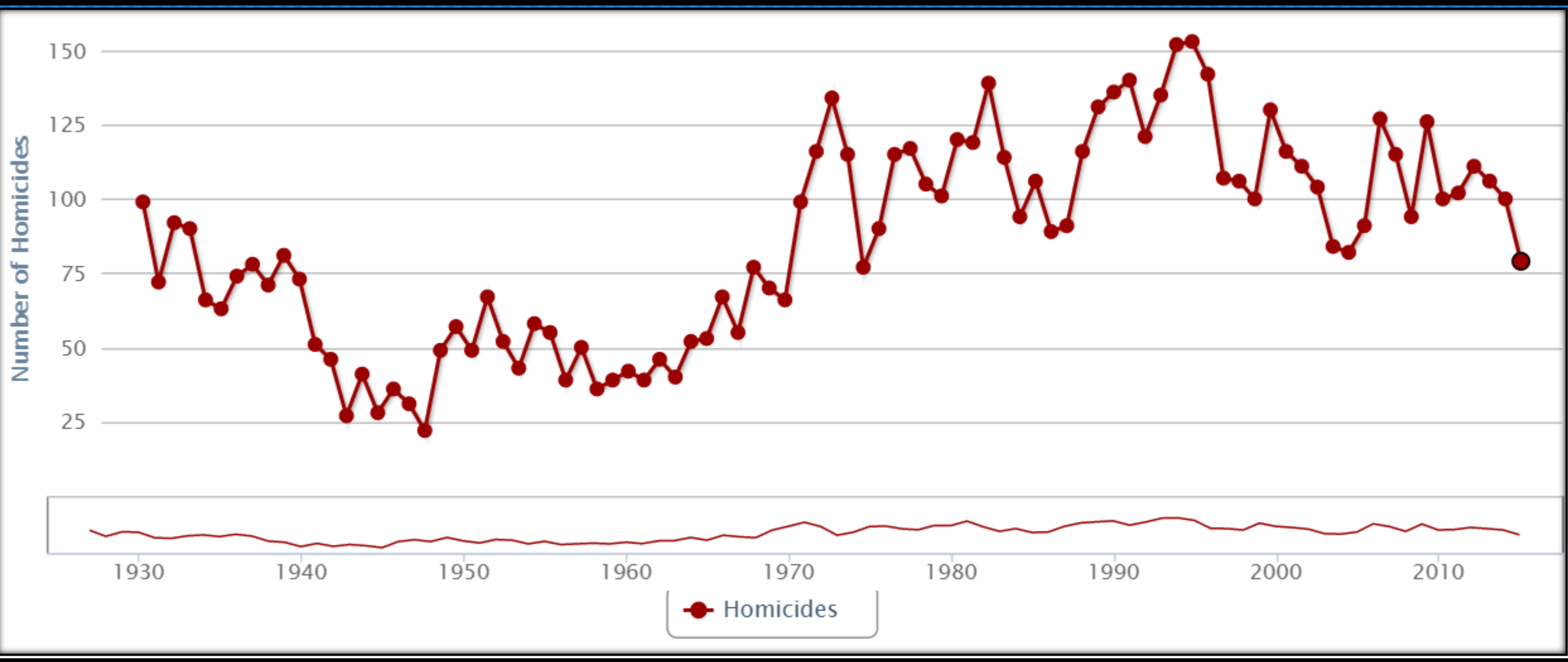
[Explore the data >](#)

Another key measurement for this priority is the number of crimes against persons, also known as violent crimes. The target is a 5% decrease in the number of crimes against persons from fiscal year 2013-14 (which ends April 30, 2014) to fiscal year 2014-15 (which ends April 30, 2015).

# Crimes Against Person By Type



# Homicides In Kansas City Over Time



Source: KC NOVA ([kcstat.kcmo.org](http://kcstat.kcmo.org))

# KC NoVA



**JACO & City  
Prosecutors**



**KCPD**



**ATF**



**FBI**



**KC NoVA**  
Kansas City No Violence Alliance



**City of Kansas  
City**



**University of  
Missouri - Kansas  
City**



**MO Probation &  
Parole**



**U.S. Attorney**



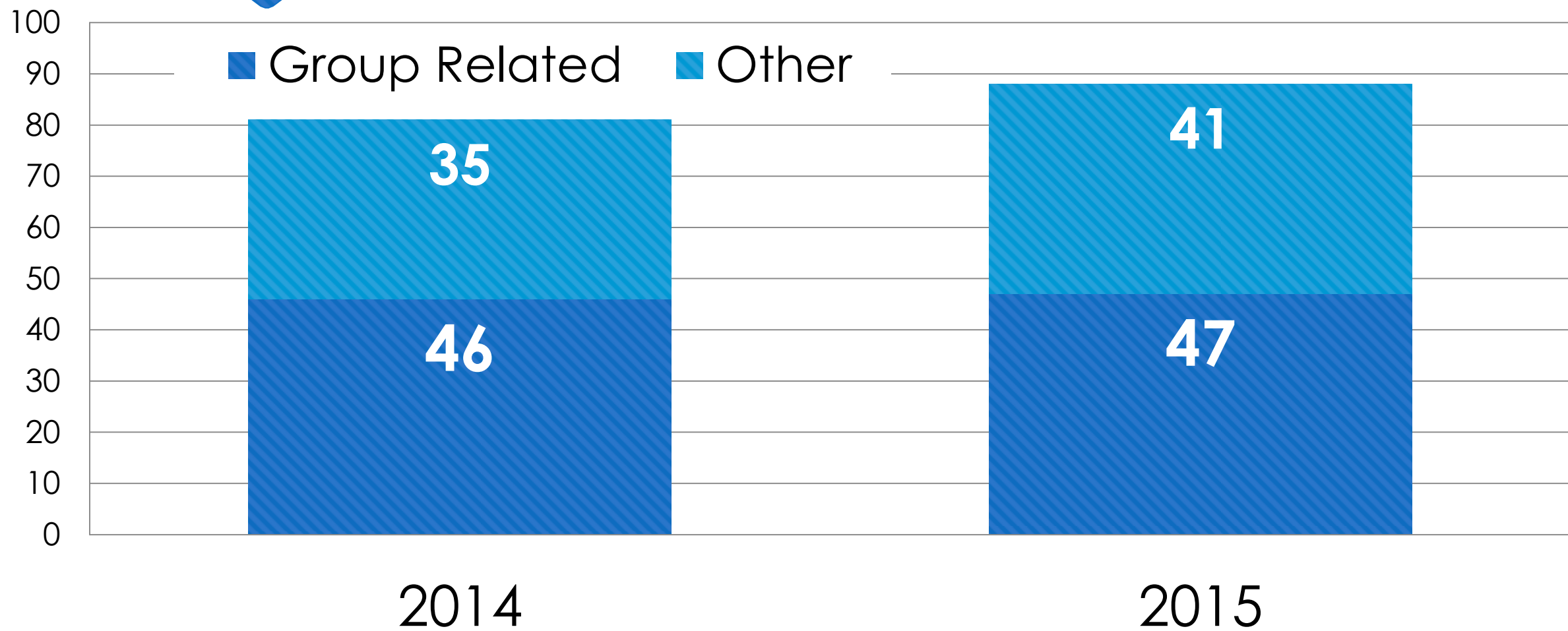


# The Goal of KC NoVA

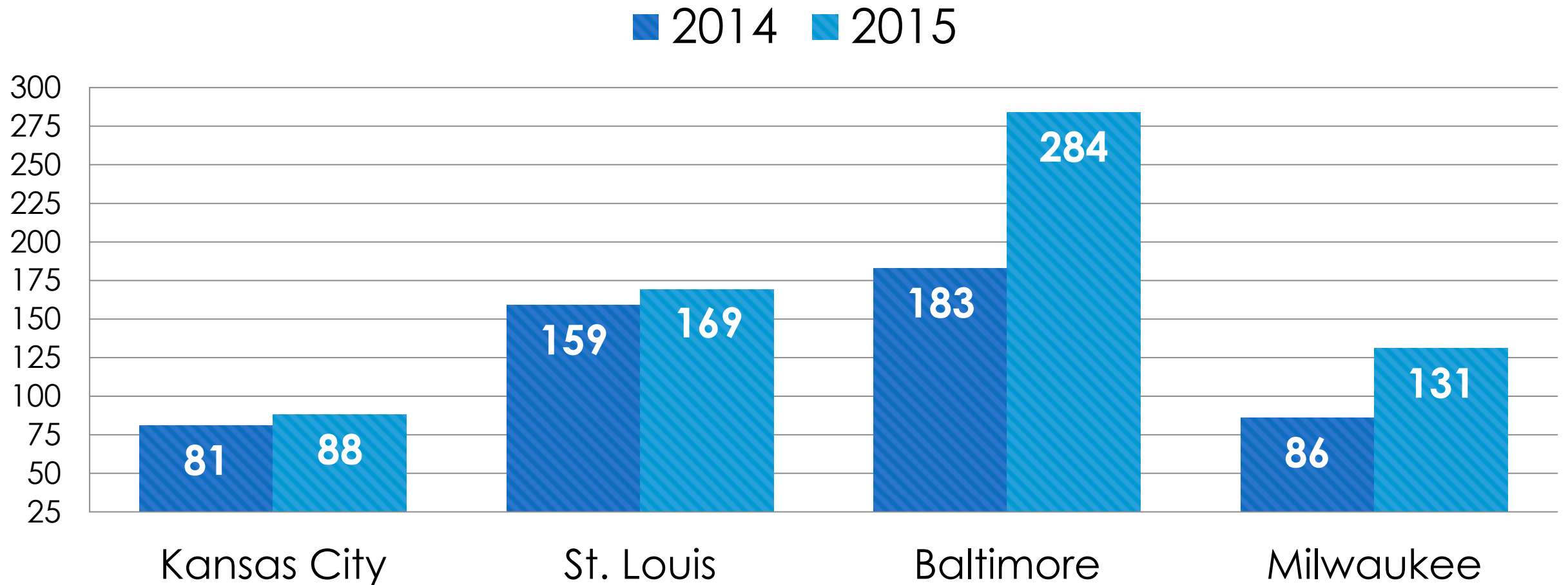


- Reduce Homicides
  - **2015- 88 homicides**
  - 2014- 81 homicides
  - 2013- 100 homicides
  - 2012- 108 homicides
  - 2011- 109 homicides

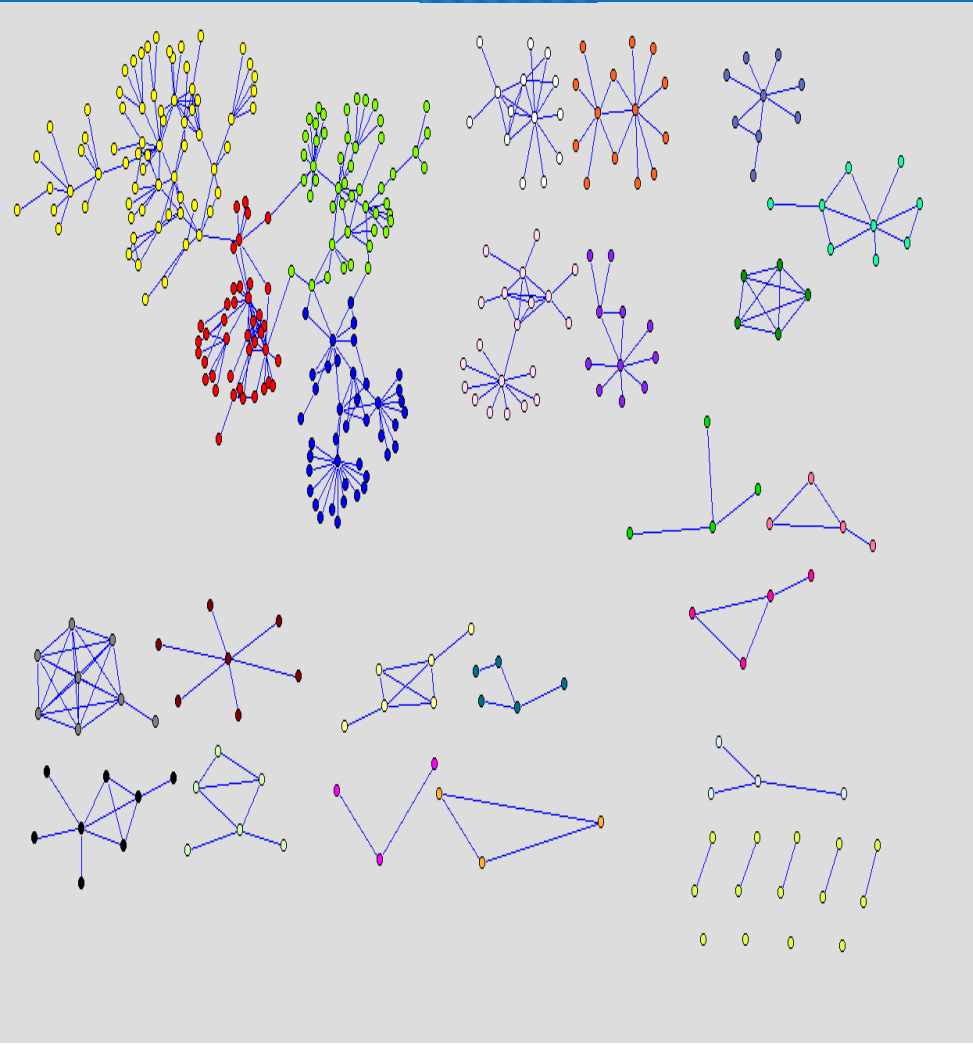
# Kansas City Group Related Violence



# Homicide Comparison



# Violent Crimes Intelligence Squad



- Intelligence Sharing Group Audits: 4
- Groups Submitted for Enforcement: 8
- Gangs/Groups Identified/Following: 59
- Group Members Identified/Following: 1036

# Group Interventions – “First Group/Worst Group”

- Offer Social Service support such as “life skills, substance abuse, anger management, education, employment preparation etc.”
- Follow up with severe enforcement on first group that commits a murder utilizing the full strength of the NoVA collaborative, in addition to the “Worst Group”
- Repeat group intervention process a minimum of four times per year, each time educating the groups of the consequences of violence, and what has happened to others who committed violence before them



# Youth and Police Involvement

- **Our Kids** (OK Program) is a mentoring best practice in the African-American community that brings together police and pastors to recruit, train and organize African-American men to mentor African-American boys aged 12-18 years old.
- The goal of OK is to help young men develop leadership and critical thinking skills, promote academic excellence and reduce high rates of incarceration and homicide
- There are chapters in:
  - Oakland, CA
  - KCMO – Police Officer Garron Carter, OK Coordinator
  - Little Rock, AR
  - Monroe, LA
- KC's program begins in January 2016 in the Hickman Mills School District

# Group Interventions – “First Group/Worst Group”

- Conduct notifications via “call in” to key individuals of all groups putting them “on notice” that violence will not be tolerated and has severe consequences to the first group that commits a murder and the most violent.
  - ✓ Identify at least two (2) individuals from each group
  - ✓ Key individuals based on Social Network Analysis (centrality) and human intel from the Violent Crimes Intelligence Squad
  - ✓ “Custom Message” those who have been previously invited, but fail to attend
    - Approximately 20 key individuals have been identified for custom messaging – new for 2015
  - ✓ The invitees typically total over 100, with an average 20% attendance rate

# 2015 KC NoVA Call In Events



- Call ins conducted: 3
- Individuals Invited: 417
- Individuals Attended: 95

# Overview Group Specific

## August 2015-October 2015

- Car Checks: 91
- Pedestrian Checks: 44
- Residence Checks: 296
- Traffic Violations: 68
- Guns Recovered: 13
- Federal Warrants Cleared: 2
- State Warrants Cleared: 16
- City Warrants Cleared: 48





# KC NoVA Probation Parole Partnership

## January 2015-October 2015



- NoVA Group Members on Probation & Parole: 305
- Administrative Jail Sanctions: 76
- Absconders Arrested: 348
- Prison Visits: 27
- Home visits with P & P Subjects: 75



# Violent Crimes Administrative Squad

## August 2015-October 2015

- Federal Cases  
Assigned: 57
- Federal Cases  
Submitted: 11
- State Cases  
Assigned: 63
- State Cases  
Submitted: 46



# Teens In Transition – TNT 2014



- The program began with 30 at risk juveniles
- Twenty-one (21) completed/graduated the program
- Since graduation
  - 6 have had a negative police contact
  - 15 have had no contact to date



# Teens In Transition – TNT 2015



- The program began with 44 at risk juveniles
- Thirty -two (32) completed/graduated the program
- Since graduation
  - 2 have had a negative police contact
  - 30 have had no negative contact to date

# Aim4Peace Wins MO Public Health Award & Recognized by OJJDP

Aim4Peace received the distinguished honor of being awarded the **Group Merit Award** by the Missouri Public Health Association

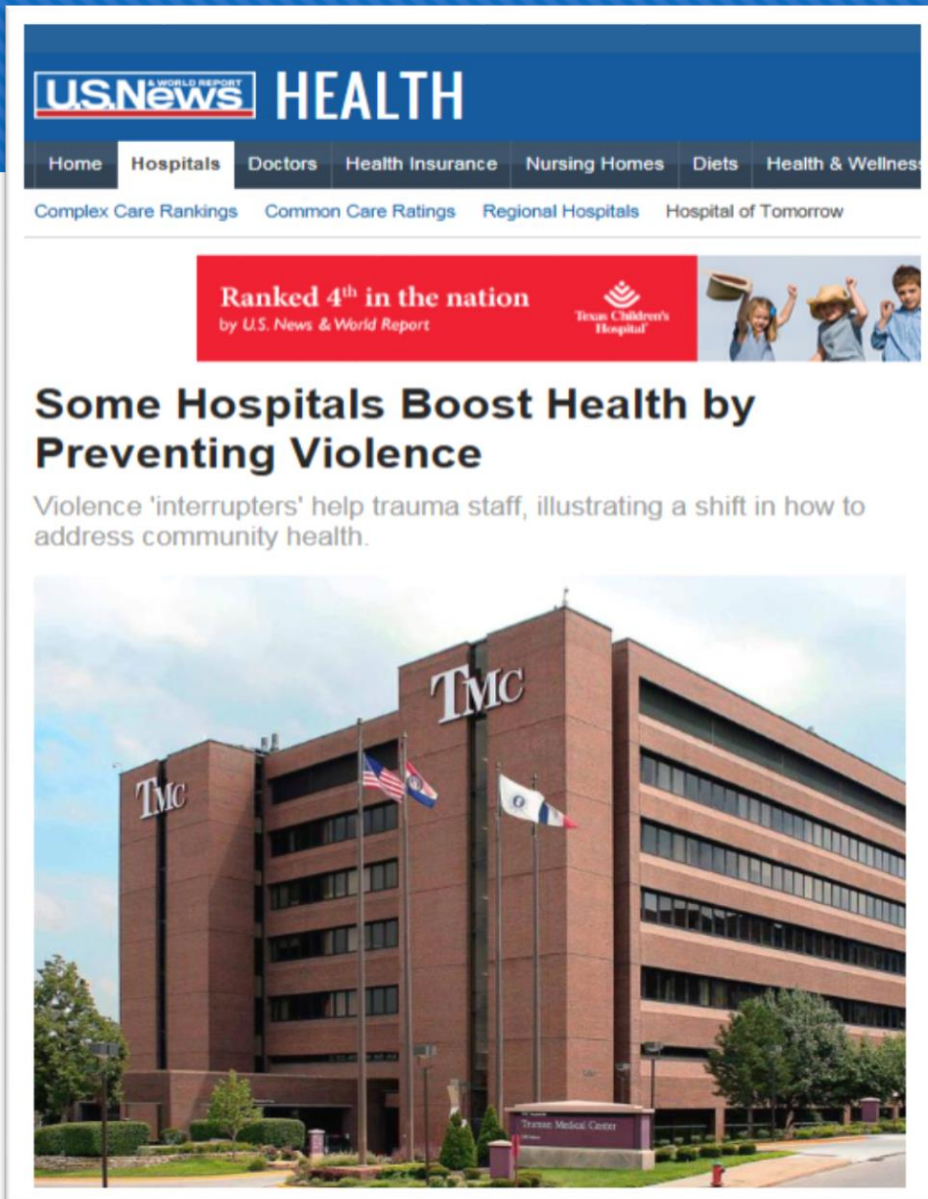


Aim4Peace featured in the September 2015 National Forum on Youth Violence Prevention News





# Aim4Peace Featured in U.S. News and World Report



In depth article  
by the U.S. News and World Report  
on the  
Aim4Peace Hospital Response Program  
in partnership with  
Truman Medical Center  
to prevent violence



# Violence Free KC

## Partners

- Ad Hoc Group Against Crime
- Aim4Peace
- COMBAT
- Communities Creating Opportunities
- Health Department
- Juvenile Justice Center and Family Court
- KC No Violence Alliance
- Metropolitan Crime Commission
- MORE<sup>2</sup>
- Police Department
- Prosecutor's Office
- Second Chance

## Shared Goals: *What can be achieved together?*

1. Foster resilient young people
2. Strengthen families
3. Ensure high school graduation for every young person
4. Foster thriving neighborhoods
5. Shift norms from violence to hope

## Collective Strengths and Assets

### *What partner strengths can the collaborative group utilize?*

- High-level leadership across city and community agencies
- Credibility in different circles/among different constituencies
- Access to a broad set of audiences/networks
- Staffing with diverse skill-sets
- Engagement in activities across a prevention-deterrence continuum
- Diverse data sets to inform solutions and measure progress

## Joint Strategies

### *What short-term strategies will the partners work on together ?*

- Establish a VFKCC speakers bureau and develop shared talking points that convey and reinforce that violence is preventable.
- Develop and collectively implement a social media campaign on hope and safety going into the summer months when violence tends to spike.
- Leverage the release of "Raising of America" to foster a community-wide dialog about the critical importance of supporting families.

# Messaging Group



- Establish a VFKCC speakers bureau and develop shared talking points that convey and reinforce that violence is preventable.
- Develop and collectively implement a social media campaign on hope and safety going into the summer months when violence tends to spike.

# Raising of America Group

Leverage the release of “*Raising of America*” to foster a community-wide dialog about the critical importance of supporting families.

The background of the slide is a large, slightly faded image of the book cover for 'The Raising of America'. The cover features a stylized American flag with stars and stripes. Overlaid on the flag is the title 'THE RAISING OF AMERICA' in large, bold, white, sans-serif capital letters. Below the title, in smaller white capital letters, is the subtitle 'EARLY CHILDHOOD AND THE FUTURE OF OUR NATION'. The author's name, 'MARY KAY VAUGHAN', is visible at the bottom of the cover in a smaller font. The overall tone is patriotic and serious.

THE RAISING  
OF AMERICA  
EARLY CHILDHOOD AND THE FUTURE OF OUR NATION



# Additional Strategies

## Ban the Box

- Extend city government's Ban the Box policy to include other employers



## Living Wage Jobs

- Enhance supports for living wage jobs, particularly for residents of neighborhoods highly impacted by violence.



# Violence Free KC Committee

## Goals of Committee:

1. Discuss existing programs and their unique attributes.
2. Explore ways to collaborate, streamline or combine services.
3. Identify service gaps and potential solutions.
4. Develop a metric that can detail the results of both individual efforts as well as collaborative efforts.

## Vision

A violence-free Kansas City in which all communities are safe and healthy for all people, and where young people are valued and cared for as a significant priority.

## Mission

The Violence-Free Kansas City Committee ensures that violence prevention and deterrence efforts in Kansas City move toward improved coordination and from collaboration to unity, to achieve safe, caring communities and thriving youth throughout the city.



## Objective 3

Reduce the impact of frequent/chronic users of public safety resources by partnering with service providers and educating property owners.  
(January 2017)

### Objectives 1, 2 & 3

#### Crime Prevention

50

Percent of Citizens  
Satisfied



on track

Detail >

# Chronic Users of Public Safety

- Chronic Nuisance team has engaged 13 property owners who have made 2,261 calls for police and fire services from 01/01/15 to 09/15/15
- All property owners have engaged
- To date, all have agreed to comply with recommendations made from KCPD through “Crime Prevention through Environmental Design”

# Crisis Center

- The Crisis Center will increase access to crisis services for individuals experiencing a mental illness and/or substance abuse crisis during law enforcement contact.
- There will be increased access to wrap around services in the community i.e. housing, outpatient treatment
- We hope to see a decrease in emergency room visits and the jail from chronic users of public safety resources



## Objective 2

Retain an actively involved Community Prosecution unit within the City Prosecutor's Office to work with community organizations and leaders of the East and Central Patrol districts as an active resource in the struggle to combat and reduce crime. (Ongoing)

### Objectives 1, 2 & 3

#### Crime Prevention

50

Percent of Citizens  
Satisfied



on track

Detail >



# City Prosecutor's Office

## What is the Prosecutor's Office

Prosecutor's Office is a part of the Law Department and is charged under the Charter with representing the City in the prosecution of all ordinance violations. (Section 407(a)(3)).The office is comprised of 15 full time prosecutors, 1 half- time prosecutor, 2 legal investigators, 3 victim advocates, 1 support staff.

### What do the prosecutor's do?

Courtroom prosecutors	9
Domestic Violence prosecutors	2.5*
Housing Court prosecutors	1
Community prosecutor	1
<b>TOTAL</b>	<b>13.5</b>

\*1 prosecutor is half time DV and have elder abuse

In addition to daily courtroom coverage, prosecutors have specific assignments for speciality courts and special dockets such as: Animal Control dockets, Veteran's Treatment Court, Drug Court...etc.

# Neighborhood Prosecution Unit

Goal 1: reduce the crime rate in the neighborhoods targeted by the Neighborhood Prosecution Team

Reduce high rate of recidivism for habitual offenders by tracking people, making appropriate case recommendations and directing them to treatment

Work with KCNoVA

Truancy Court: people w/o an education are more likely to commit crimes

Goal 2: address crime problems with community involvement

Neighborhood Accountability Boards

Meet with approximately 15 neighborhood associations and community organizations (mostly in East and Central Patrols)

Goal 3: Strengthen the relationship with the Patrol Divisions of the Kansas City Missouri Police Department.

Attend police roll calls at East Patrol (3x a month) and Central Patrol (2x a month)

# Addressing Goal 1: Truancy Court

Total number of cases filed since inception of program August 2012

- 681

Active Cases

- 80

Participating School Districts

- Kansas City Public Schools
- Raytown School District
- Hickman Mills School District
- University Academy Charter School

## Outcomes/Dismissals

- 424 total
- 138 improvement in attendance
- 20 issued in error
- 4 fines
- 45 moved out of jurisdiction
- 10 aged out of program
- 23 involved in another educational program (GED, Full Employment Council...etc)

# Addressing Goal 2: Neighborhood Accountability Boards (NAB)



Center for Conflict Resolution  
*Prevent • Educate • Restore*

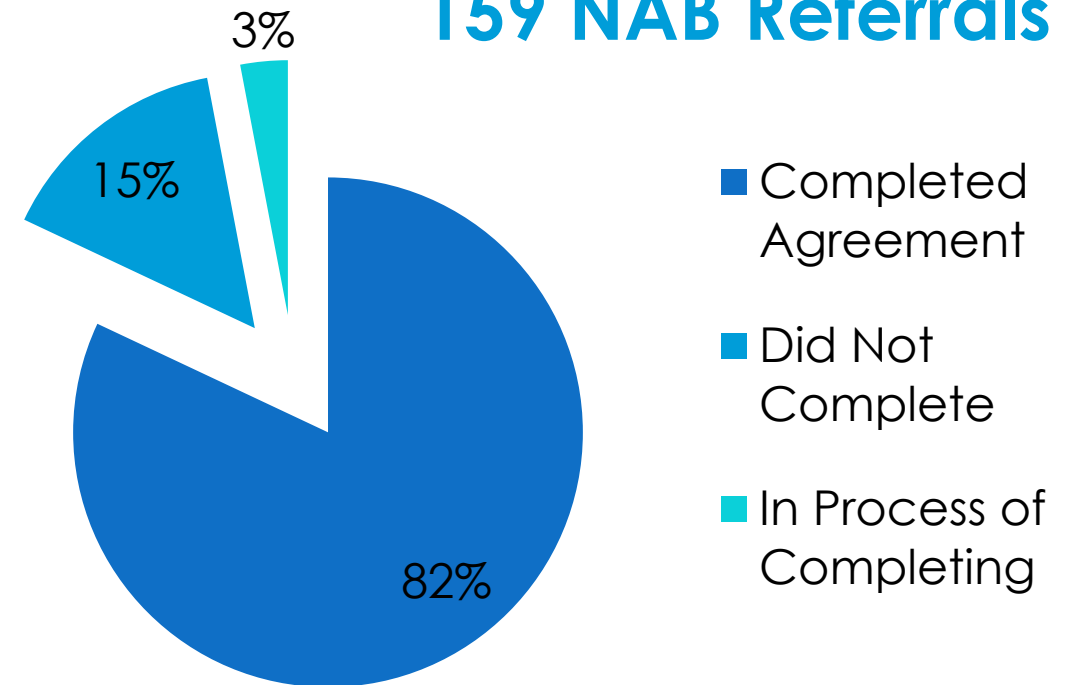
## Number of Cases Referred to Center for Conflict Resolution



### NAB Cases

- 276 Cases Referred to Center for Conflict Resolution
- 159 NAB Participants

## 159 NAB Referrals



Age range of defendants referred:  
15-73 with majority between 18-24 41



# NAB Training and Volunteer Hours

**Since 2013, 81 members of the community have been trained by CCR as volunteers for Neighborhood Accountability Boards and have given 821 hours of service.**

The next training is:  
Saturday, 11/14  
9:00 am – 3:30 pm  
Center for Conflict  
Resolution 1734 E. 63<sup>rd</sup>  
Street, Suite 305 Kansas  
City, MO 64110  
816.461.8255

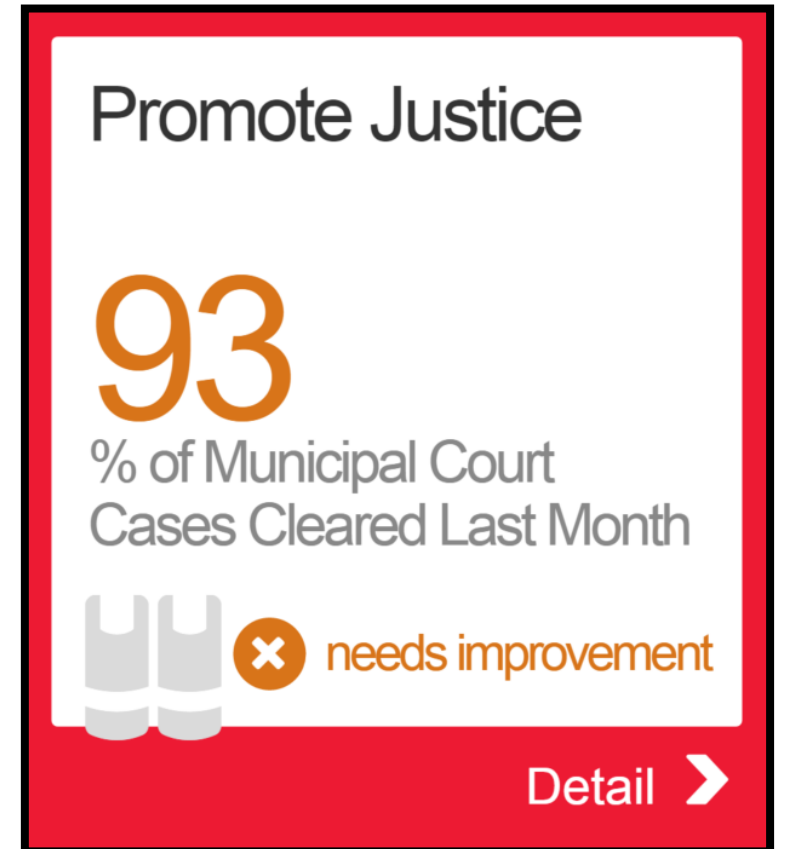
# Promote Justice

# Objective 6-A

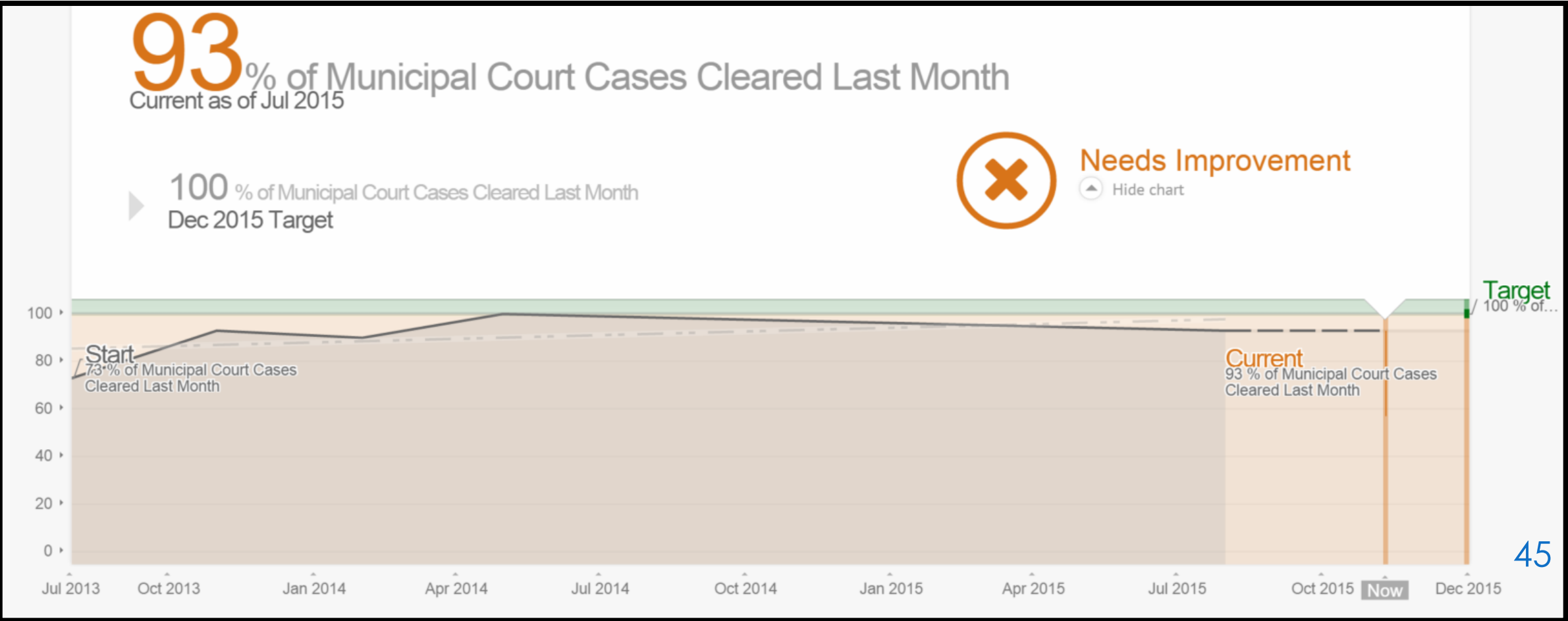
Administer expedient and impartial justice by improving the docket system for scheduling cases and for the timely disposition of cases

(May 1, 2016)

## Objectives 6A and 6B



# Prevailing Metric





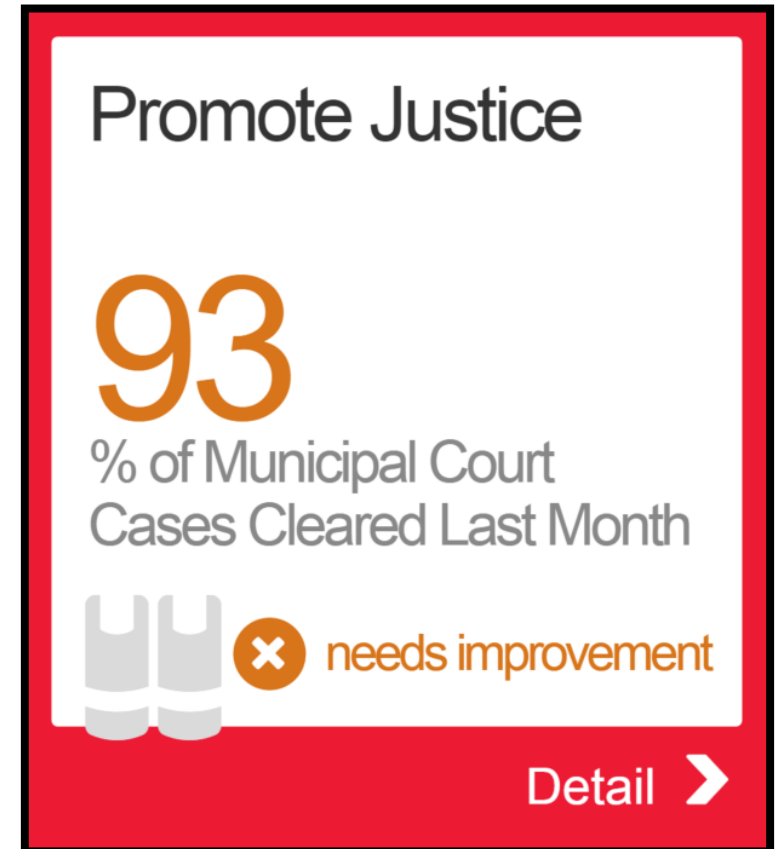
# National Center For State Courts (NCSC) Study On Municipal Court Efficiencies

- Completed National Center for State Courts (NCSC) study on Municipal Court efficiencies.
- Convened a 2 day meeting in September with the Court en banc and the NCSC Consultants to come up with new ways to schedule cases in. Implementation is scheduled for FY2016 Q4.
- Collaborated with stakeholders and staff to obtain feedback on ideas from the Court en banc meeting.

## Objective 6-B

Place appropriate matters in the relevant specialty court by enhancing communication and partnerships in the administration of justice. (Ongoing)

### Objectives 6A and 6B



# Specialty Courts

## Mental Health Court – Established 2002

- High utilizers are provided mental health treatment including therapy, case management and medications.

## Drug Court – Established 2002

- High utilizers are provided substance abuse and mental health treatment, case management and housing.

## Veterans Treatment Court – Established 2009

- High utilizers are provided substance abuse and mental health treatment, case management, housing, employment.

## Domestic Violence Court Compliance Docket – Established 2015

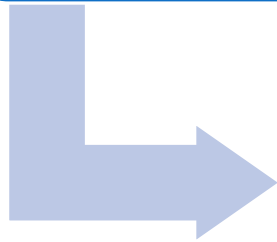
- High utilizers are supervised by the Offender Accountability Coordinator on a Judicial Compliance Docket every week.

# Specialty Court

From May 01, 2015 to present:

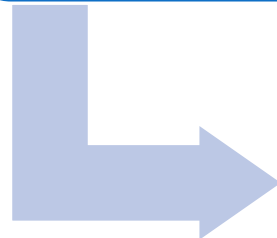
129

- Screened for Specialty Court



105

- Recommended



83

- Entered



# Drug Court

**DRUG COURT GOAL:** To assist people with substance abuse disorders in changing behaviors and lifestyles through intense treatment, supervision, and court oversight.



Participants with substance abuse disorders receive a minimum of 12 months intense treatment, including 21 to 30 days of inpatient treatment and other services to achieve and maintain recovery. Graduation is held twice yearly for those who successfully complete the program.

**2014**

**70 Admissions**

**Average age  
is 39**

**751 Court  
Appearances**

**43 Participants  
utilized the  
Transitional  
Housing Program**

**308 Incentives  
Provided**

**22 Sanctions  
Provided**

**90% of Drug  
Tests were  
negative**

**60%  
Completion  
Rate**

# Veterans Treatment Court

**VETERANS TREATMENT COURT GOAL:** To connect veterans with appropriate recovery services in partnership with the KCVA, utilizing the best practices in judicial oversight and court supervision.



A hybrid of the Drug Court and Mental Health Court that serves veterans with identified treatment needs. The program is a minimum of 12 months and works with the Veterans Administration to provide services. Many veterans connect with the Kansas City Veterans Affairs Medical Center for the first time through the Veterans' Treatment Court.

**2014**

**68 Veterans  
Admitted**

**Average age  
is 52**

**761 Court  
Appearances**

**359 Incentives  
Provided**

**135 Sanctions  
Provided**

**85% of Drug  
Tests were  
negative**

**66%  
Completion  
Rate**

# Mental Health Court

**MENTAL HEALTH COURT GOAL:** To refer and monitor appropriate therapeutic interventions to persons appearing before the Court with severe and persistent mental illness.

**2014**

Participants with a qualified mental health diagnosis receive six to 12 months of mental health treatment. They must be realistically treatable within the mental health system and currently engaged in or willing to become engaged in outpatient mental health services.

**101  
Admissions**

**Average Age  
is 37**

**53% Co-  
Occurring  
Diagnosis**

**11% Multiple  
Diagnosis**

**10% Bipolar**

**11%  
Schizophrenia**

**54%  
Successful  
Discharge**

# Domestic Violence Court

A single court dedicated to cases of family violence, stalking and child abuse. Victims receive assistance while offenders are held accountable and can receive batterer's intervention treatment services with the help of social services. Domestic violence cases are processed more efficiently and consistently by committing one courtroom to these cases.

- The offender meets almost immediately with OAC and service providers for scheduling of meetings and classes
- Offenders are given specific DV probation condition orders

There are a total of 135 that have been referred to the compliance docket.

- 64 are actively reporting
- 14 revoked and sentenced
- 49 warrants
- 8 no longer on compliance docket





# Animal Health and Public Safety

## Objective 5

Prevent animal-related threats to public safety and support animal welfare through improved pet license compliance, education, and effective animal response operations. (Ongoing)

### Objectives 5

#### Animal Safety

42

Percent of citizens satisfied with animal control

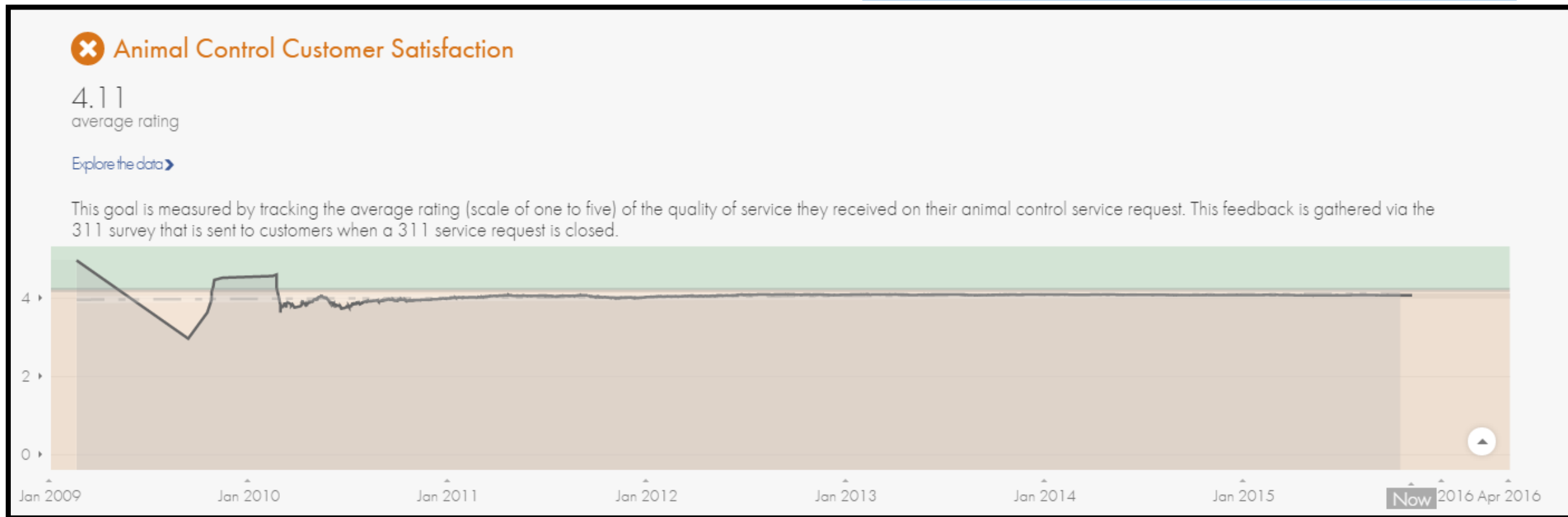


needs improvement

Detail >

# 311 Customer Satisfaction With Animal Control

**Goal = 4.25 or 85% satisfied**



# Citizen Satisfaction with Animal Control

## Public Safety



Kansas City will ensure public safety, animal welfare, and encourage responsible pet ownership through efficient and effective animal control and shelter operations.

The key measurement for this priority is the percent of citizens who are satisfied with the quality of animal control. The goal is to increase satisfaction by at least 2% per year from 2014 through 2016. [Explore the data](#)

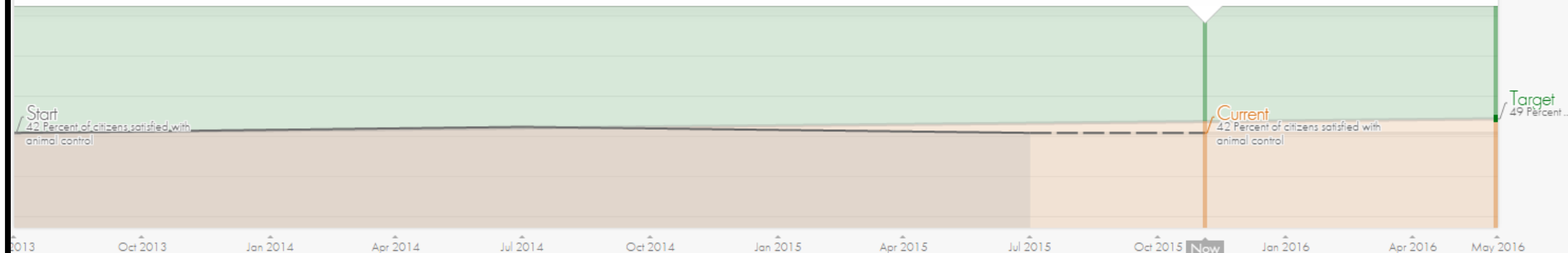
**42** Percent of citizens satisfied with animal control  
Current as of Jul 2015

▶ **49** Percent of citizens satisfied with animal control  
May 2016 Target



Needs Improvement

Hide chart



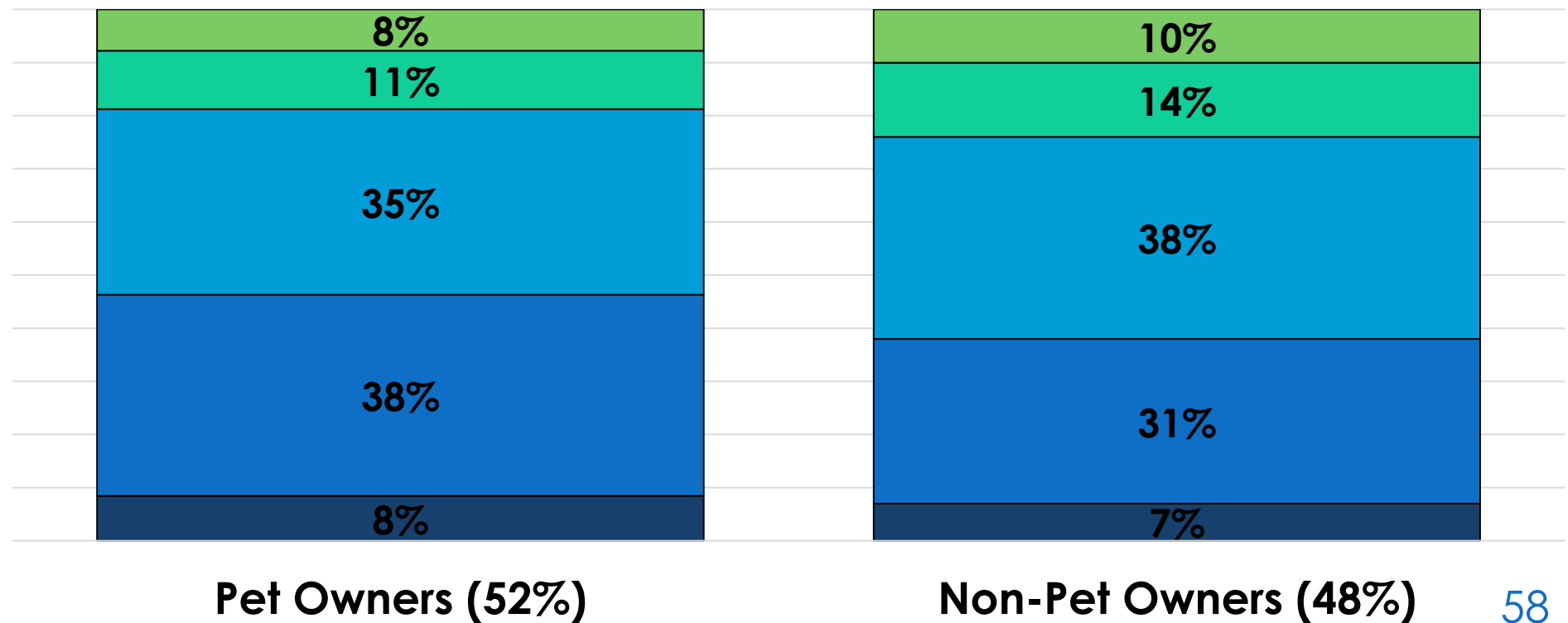


# Citizen Satisfaction – Pet Owners

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

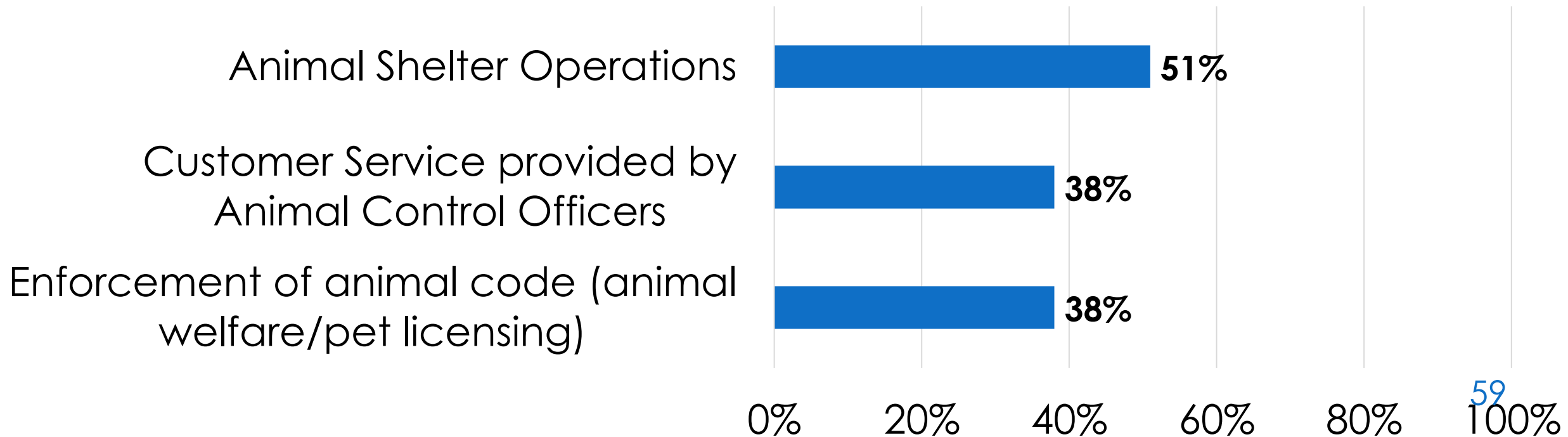
Pet Owners  
are more  
likely to be  
satisfied with  
the quality of  
animal

Satisfaction with Animal Control by Pet Owners/Non-owners



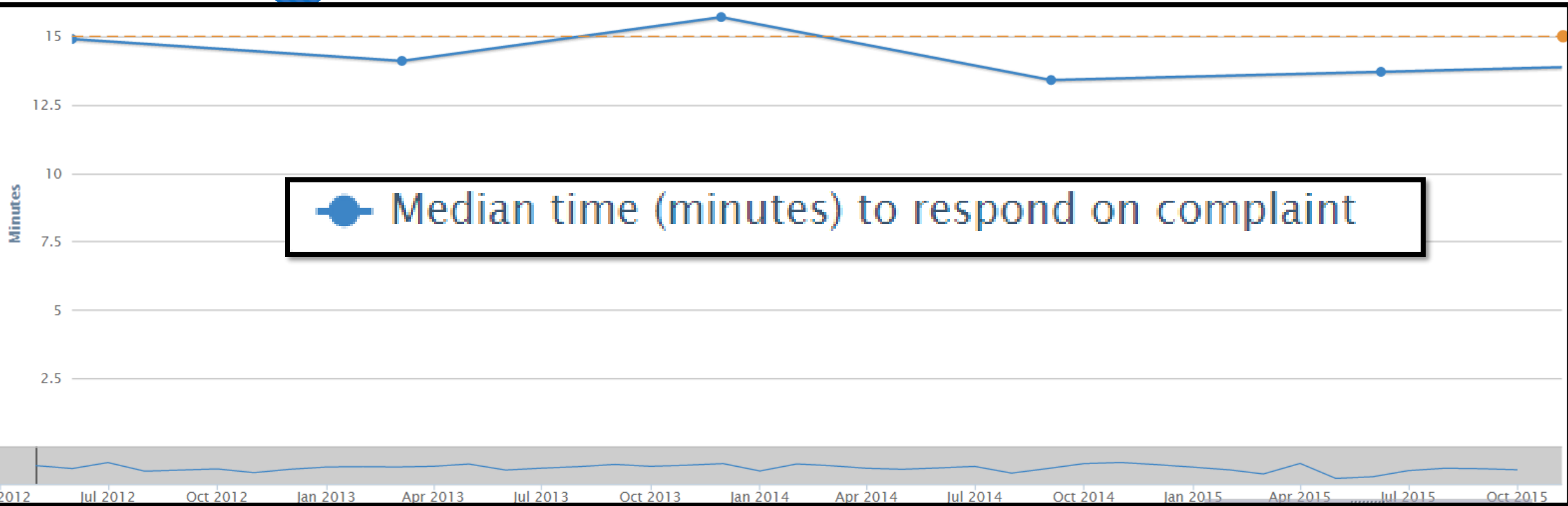
# NEW Questions On The Survey Citizen Survey

## Satisfaction with Animal Health and Public Safety (FY2015 Q1)



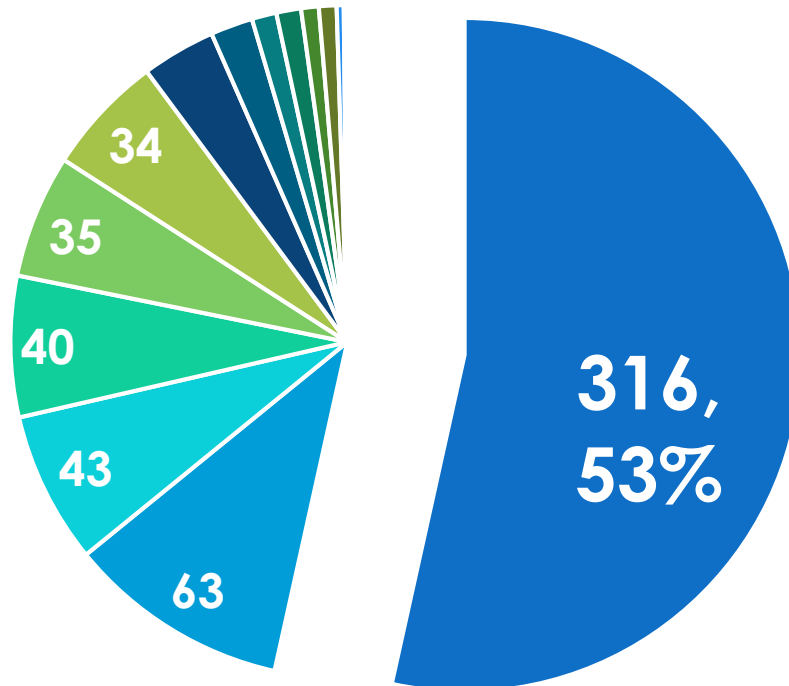
Goal = median of 15 minutes

# Animal Control Response Time



# Animal At Large - Unable to Locate Animal

## Animal At Large Dispositions – October 2015

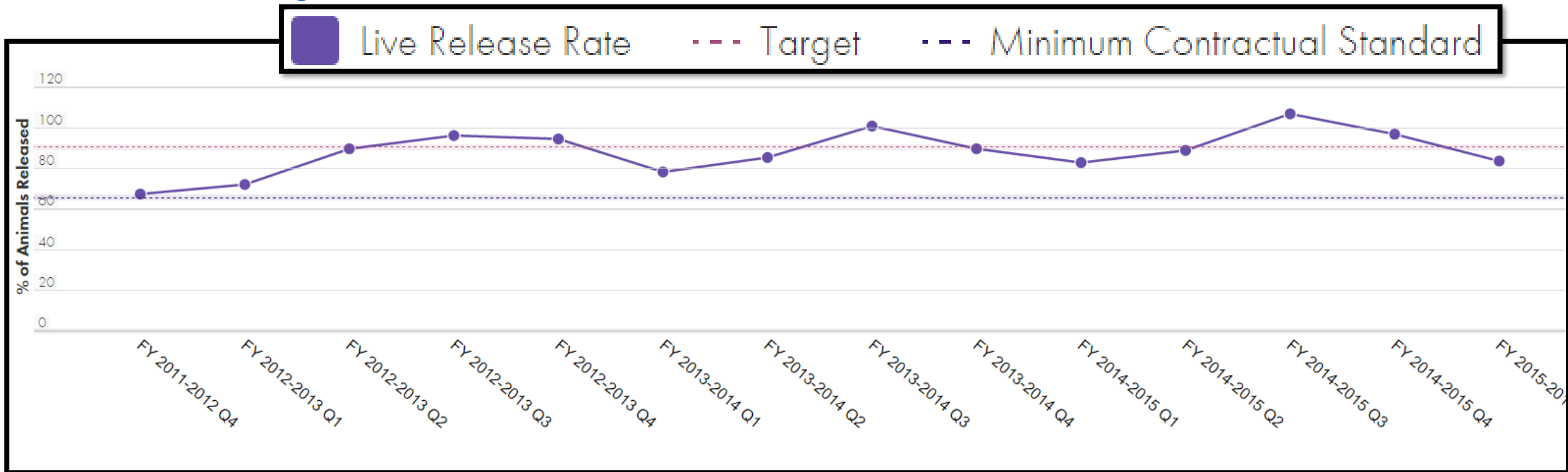


- Unable to Locate
- Impound
- Unable to Capture
- Unable to make contact
- Left with Owner
- Ticket
- Cancelled
- Handeled by Officer
- Assisted an Officer
- No violation observed
- Returned to Owner
- Unfounded
- Warning
- Report

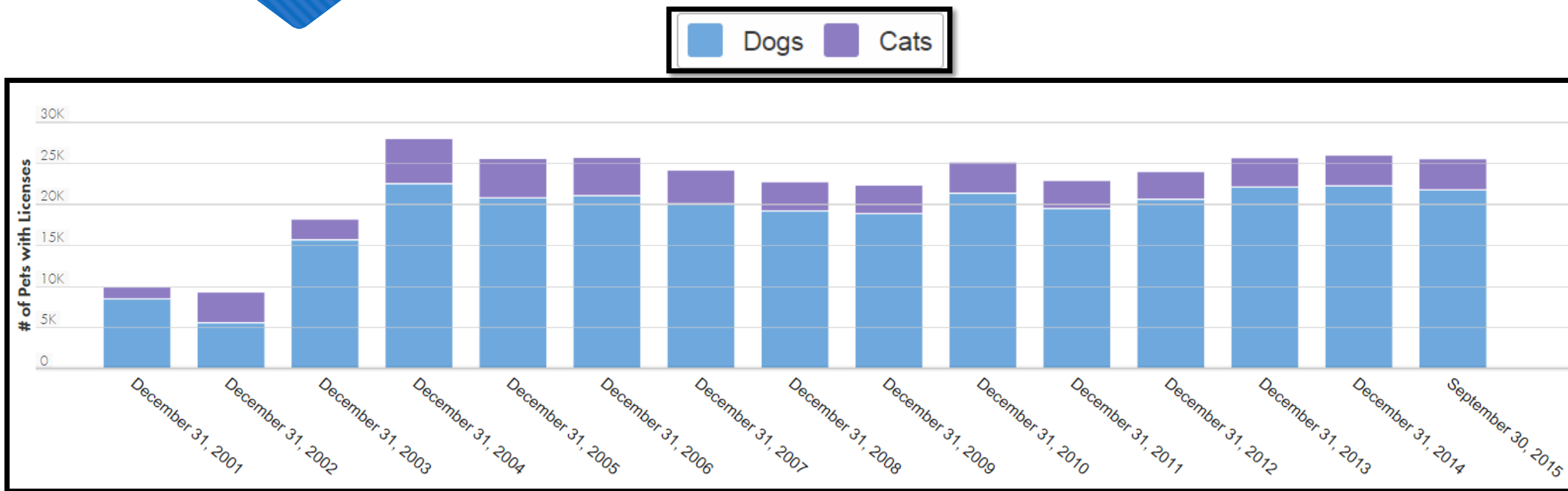


# Animal Shelter Live Release Rate

**KC Pet Project Goal = 90%**  
**Contract Goal = 65%**



# Total Pet Licenses Sold



# Community Engagement and Training

- Animal Control Officers Community Action Network Center (CAN) meetings and Neighborhood Association meetings frequently
- Recently added Enforcement Process overview PowerPoint to website
- Conducting trainings at elementary schools, churches, community centers and post offices

# Emergency Services

## Objective 4

Maintain and enhance public safety capabilities to respond efficiently and effectively to natural/manmade disasters through the use of new technology and existing resources. (Ongoing)

### Objectives 4, 8, 9 & 10

#### Emergency Services

77

Percent of citizens satisfied with the quality of fire/EMS services

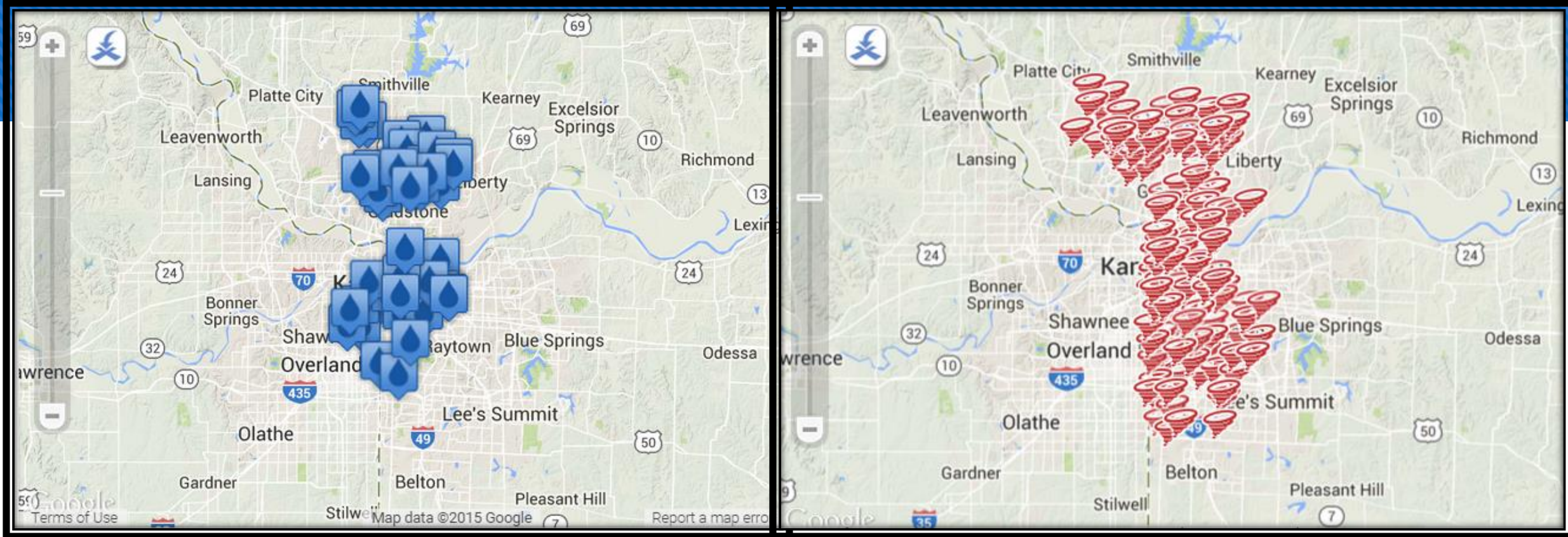


on track

Detail 



# Warning Systems



The City continues to expand the tornado outdoor warning siren system to provide coverage in newly developed areas and address identified gaps. The current total siren count is 127, with plans to add up to 3 additional sirens in next year's budget cycle.

# Flood Warning System Status

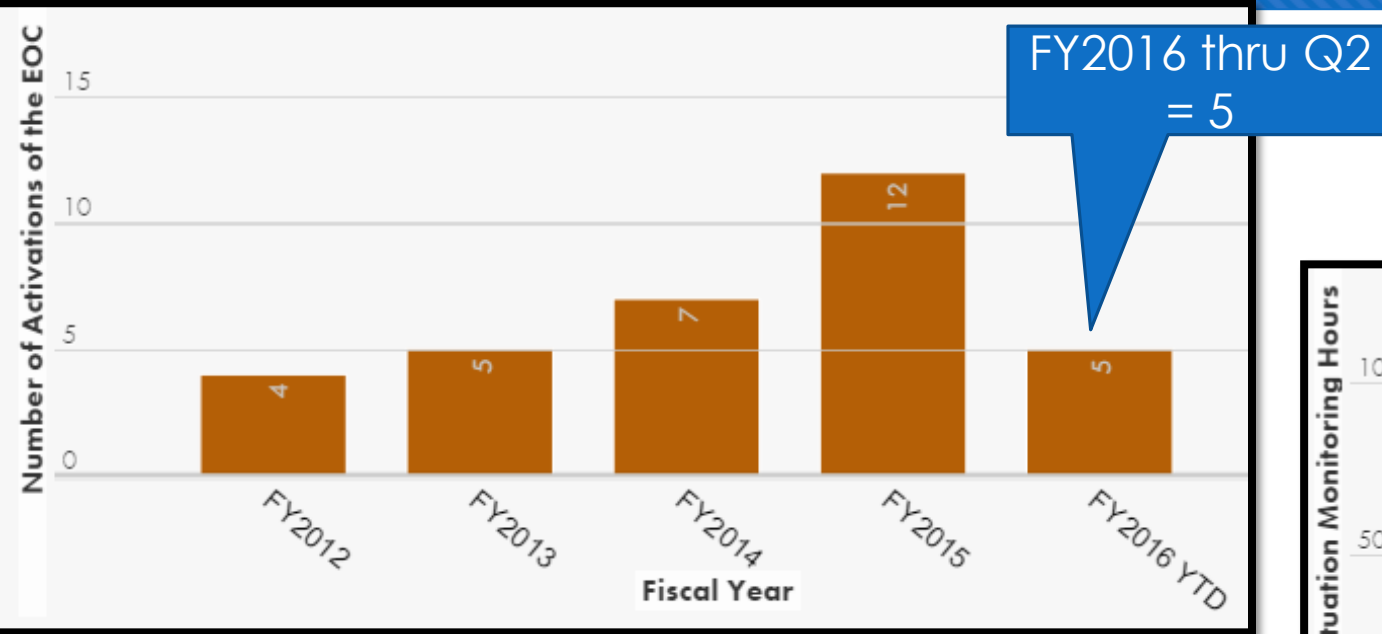
<b>FWS Performance as of:</b>	<b>10/30/2015</b>	<b>97.33%</b>	<b>Are Fully functional with a Grade A Status of Performance.</b>
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	<b>OP Status</b>	<b># of Sensors</b>	<b>% Breakdown</b>	<b>Explanation of OP Status</b>
Success	A	219	97.33%	Fully Operational for use in EOC needs.
Success	B	0	0.00%	Under observation to confirm repair.
Failure	C	0	0.00%	Gauge Performance is harming EOC activities
Failure	D	6	2.67%	An Offline Sensor (Area Construction, Damaged)
		225	100.00%	

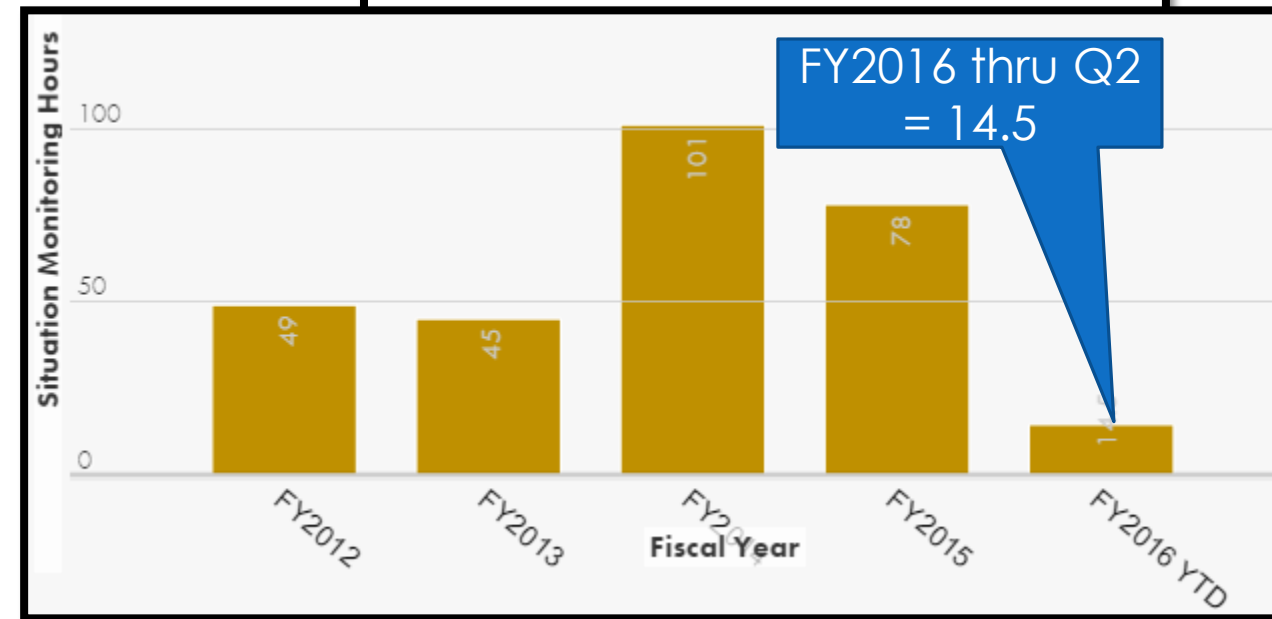
One sensor has moved from Failure D to Success A since the last KCStat

# EOC Activations And Situation Monitoring

EOC Activations



Situation monitoring hours





# KC Is Ready When It Matters!





# OEM Technology Upgrades

- Technology upgrades in the Emergency Operations Center will replace equipment that is no longer industry supported, leverage new innovations in video distribution and information sharing, and enhance redundancies to better support public safety coordination during large scale incidents (Completion in the next 30 days)
- OEM is working with the State Emergency Management Agency (SEMA) and regional partners to develop an MOU which will use the KCMO WebEOC license to fuse local, regional, and state copies of the incident tracking software to better share emergency information with jurisdictions on both sides of the state line in the KC metro, the State of Missouri, and other supporting agencies during widespread public safety incidents (Completion in the next 60 days)



## Objective 8

Increase collections for EMS services by implementing key performance measures to ensure efficiency and revenue collection(Ongoing)

### Objectives 4, 8, 9 & 10

Emergency Services

77

Percent of citizens satisfied with the quality of fire/EMS services

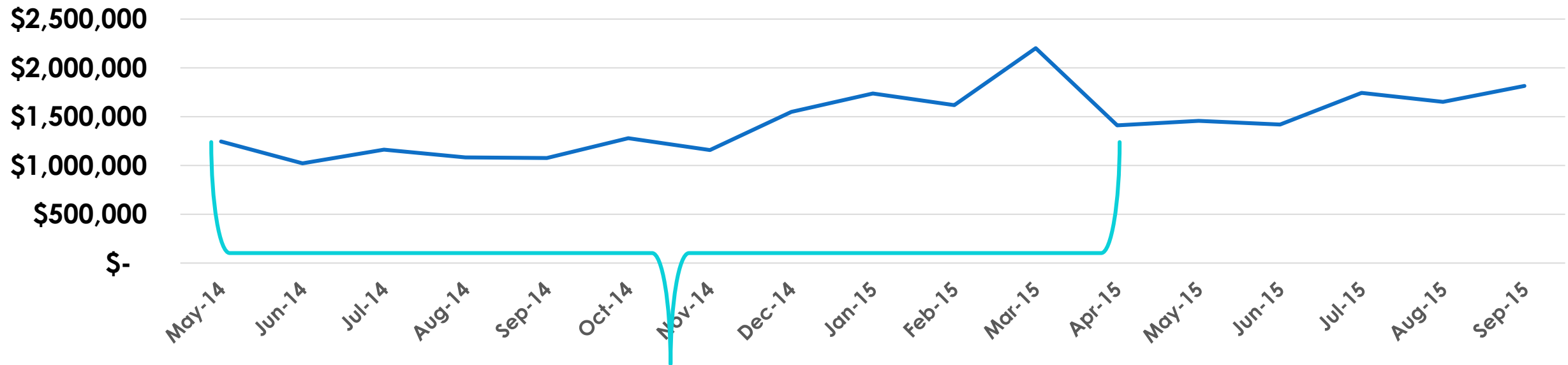


on track

Detail >

# EMS Collections

Payments Received by Month



	FY2015 YTD (thru September)	FY2015 Year – End Actual	FY2016 YTD (thru September)	FY2016 Year End Goal
Payments Received	\$5,593,689	\$16,552,482	\$8,088,595	\$16,500,000

## Objective 9

Improve ALS response time by converting basic life support (BLS) companies to advanced life support (ALS) companies without the need for additional staffing. (Five (5) companies annually for five years)

### Objectives 4, 8, 9 & 10

#### Emergency Services

77

Percent of citizens satisfied with the quality of fire/EMS services



on track

Detail

# Citizen Satisfaction With Medical Response

The key measurement for this priority is citizen satisfaction with the overall quality of fire and ambulance services. The goal is to maintain a high level of citizen satisfaction over time. [Explore the data](#)

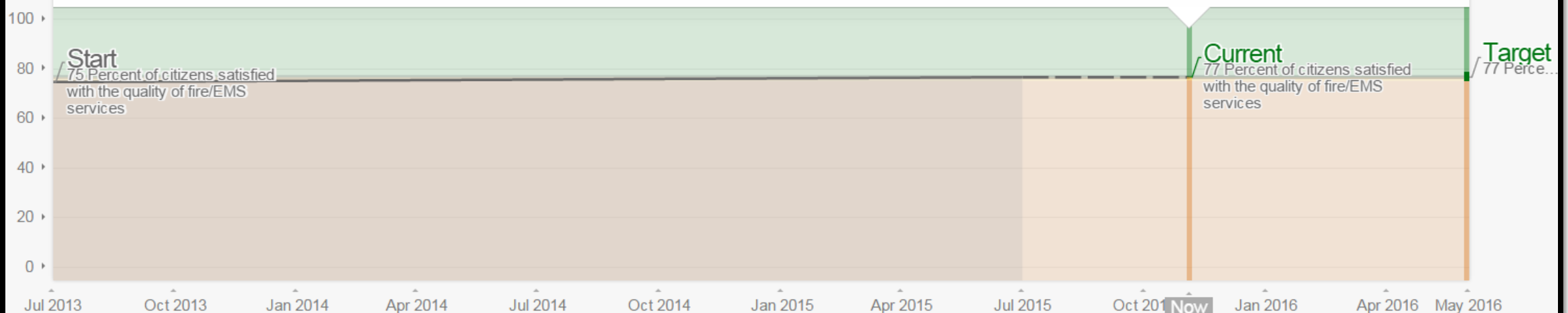
**77** Percent of citizens satisfied with the quality of fire/EMS services  
Current as of Jul 2015

► **77** Percent of citizens satisfied with the quality of fire/EMS services  
May 2016 Target



On Track

▲ Hide chart



# ALS and BLS Response times

## ✕ Advance Life Support Response Time

80.58

Percent of ALS responses within 9 minutes

[Explore the data](#) ➤

The key measurement for this priority is the time to respond to life-threatening emergencies with advanced life support (ALS), which includes a paramedic who can administer medication. The target for this measurement for the city as a whole is that 90% of life-threatening emergencies have an ALS response within 9 minutes of the 911 call. The measure is calculated as a rolling 3-month average, so each month represents the responses from that month and the two months prior (i.e. March 15 is January-March 2015).



## ✕ Basic Life Support (BLS) Response Time

60.75

Percent of BLS responses within 6 minutes

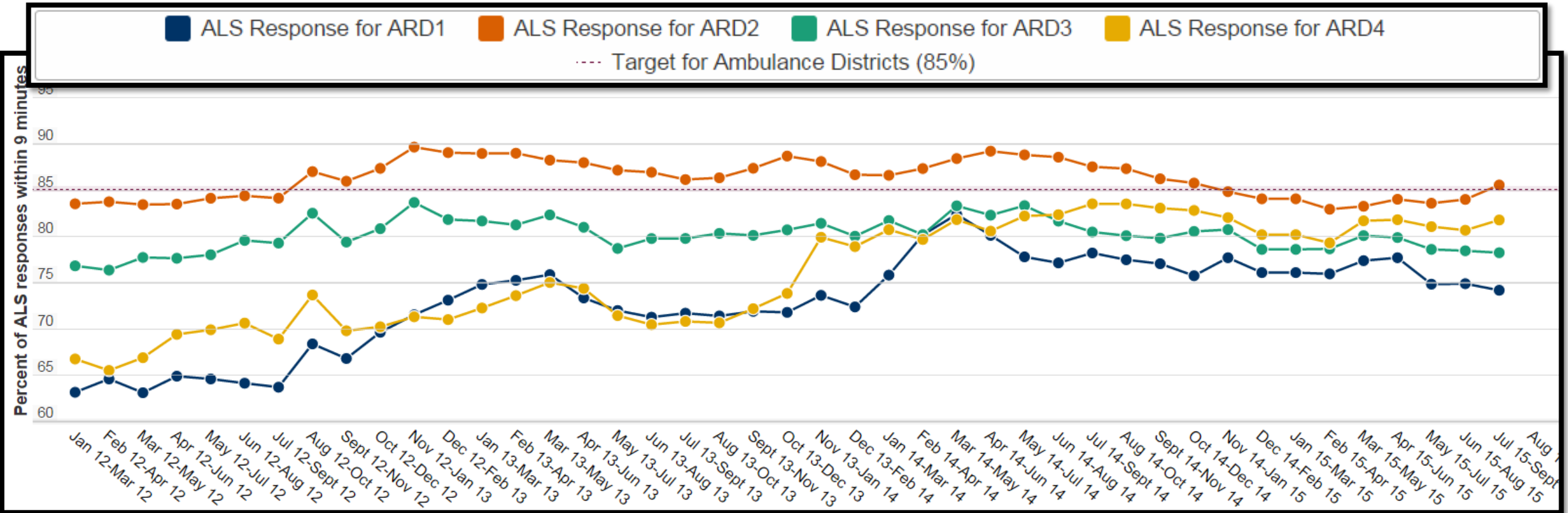
[Explore the data](#) ➤

KCFD also measures the time to respond to life-threatening emergencies with basic life support (BLS), which is basic care performed by EMTs that does not include administration of medication. The target is that 85% of life-threatening incidents have a BLS response within 6 minutes of the 911 call. This data is collected on a monthly basis, and the data for each month represents just that month.





# ALS Response by Geographic Area

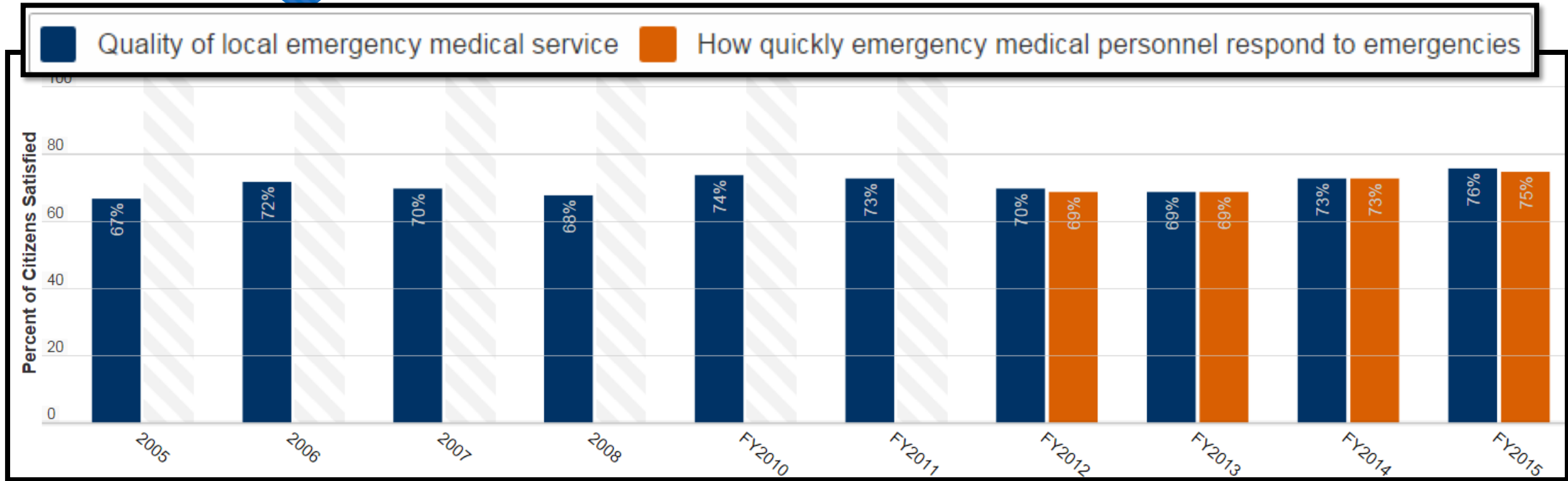


# ALS Pumper Update

Company	In Service Date	Location
P3	2013	11101 N Oak Trafficway
P38	2013	8100 N Oak Trafficway
P41	2013	9300 Hillcrest
P42	2013	6006 E Red Bridge Road
P44	2013	7511 NW Barry Raod
P9	August 23, 2015	616 West Pennway
P18	August 23, 2015	3211 Indiana
P19	August 23, 2015	550 W 43 <sup>rd</sup> Street
P14	August 23, 2015	8300 N Brighton Avenue
P23	August 23, 2015	4777 Independence Avenue

# Citizen Satisfaction With Emergency Medical Service

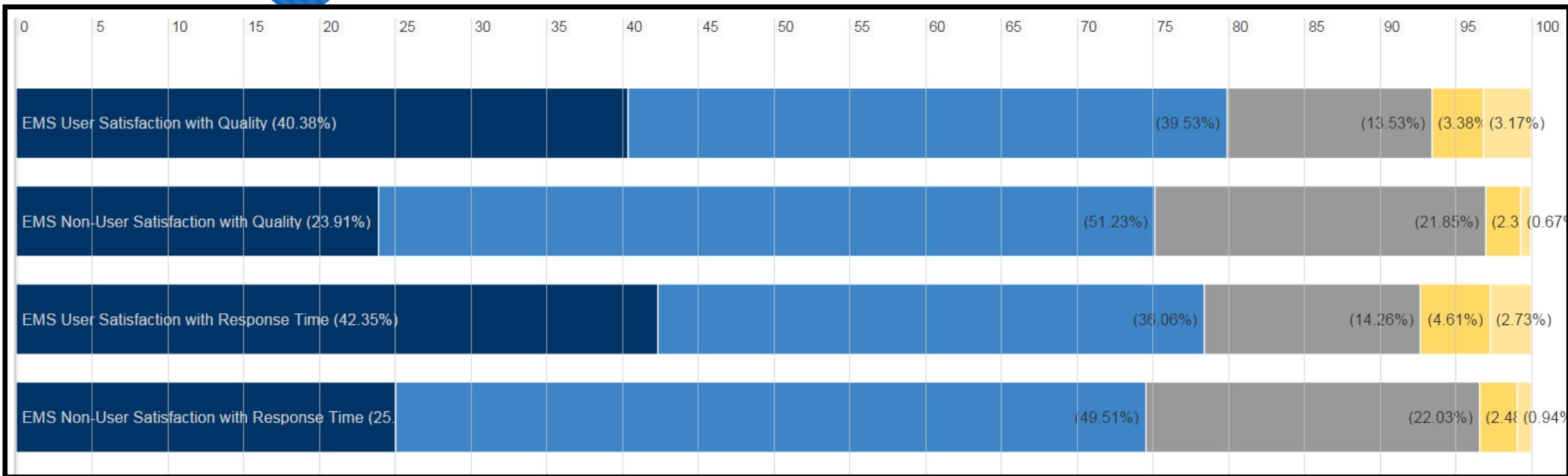
Quality of response = +3%, Timeliness of response = +2%



Source: Citizen Survey, 2005-FY2015 ([kcstat.kcmo.org](http://kcstat.kcmo.org))

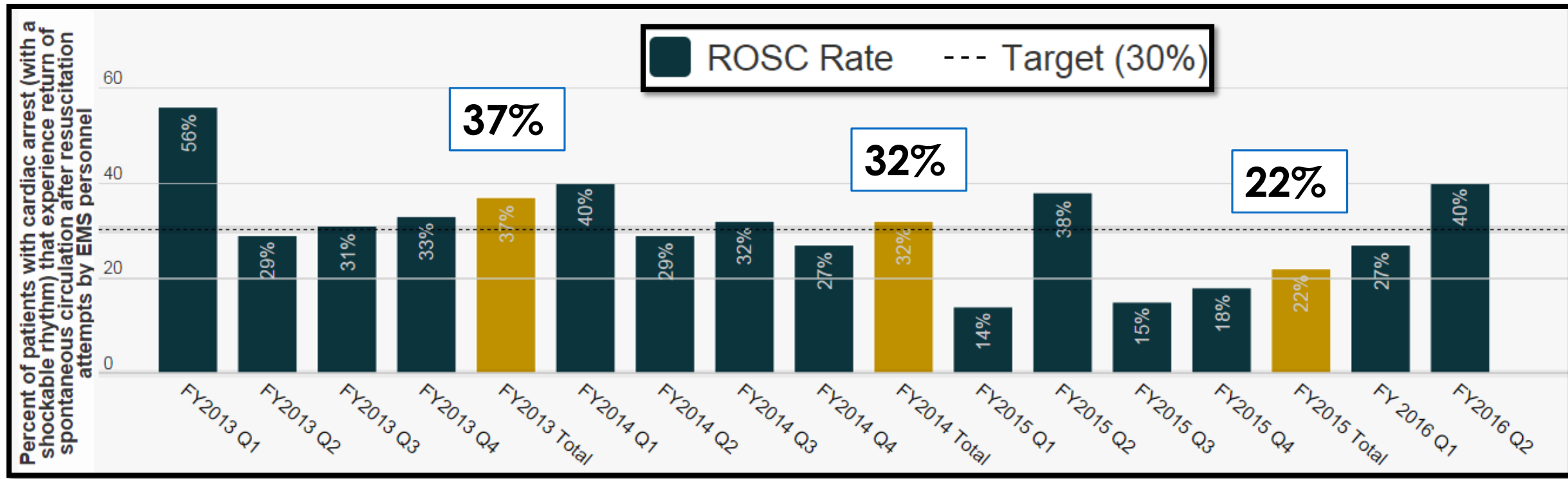
# User Vs. Non-user: Citizen Satisfaction With Emergency Medical Services By Users Of Service

Very Satisfied
Satisfied
Neutral
Dissatisfied
Very Dissatisfied



Source: Citizen Survey, 2005-FY2015 ([kcstat.kcmo.org](http://kcstat.kcmo.org))

# Patient Outcomes From EMS Care: Return Of Spontaneous Circulation (VF/VT Only)





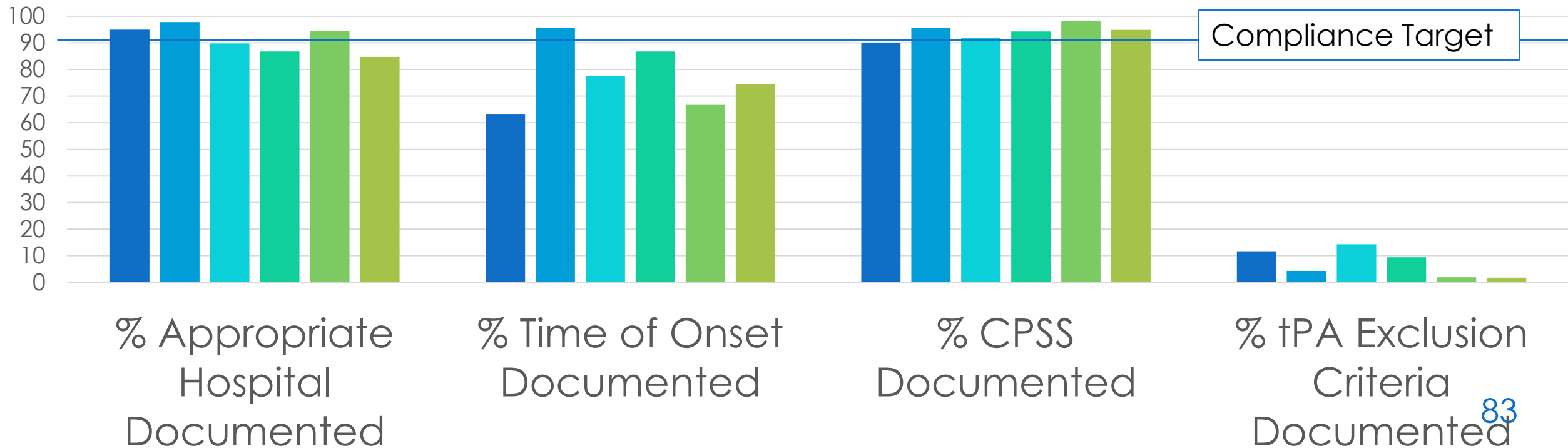
# Cardiac Arrest Survivability By Category

Cardiac Arrest Category	2009	2010	2011	2012	2013	2014	2015	2014 Natl Avg
Cardiac Etiology w/ Resuscitation Survival Rate	10%	8%	11%	9%	7%	<b>6%</b>	<b>7%</b>	<b>10%</b>
Bystander Witnessed Survival Rate	20%	17%	22%	14%	13%	<b>9%</b>	<b>11%</b>	<b>16%</b>
Unwitnessed Survival Rate	2%	4%	6%	4%	3%	<b>0.5%</b>	<b>1%</b>	<b>4%</b>
Utstein Survival Rate	38%	39%	28%	34%	26%	<b>21%</b>	<b>25%</b>	<b>33%</b>
Utstein Bystander Survival Rate	32%	37%	23%	44%	38%	<b>29%</b>	<b>37%</b>	<b>36%</b>

# Stroke Protocol Compliance

## Stroke Protocol Compliance

■ May '15 ■ Jun '15 ■ Jul '15 ■ Aug '15 ■ Sep '15 ■ Oct '15



# Questions?

Stay up to date on progress at [kcstat.kcmo.org](http://kcstat.kcmo.org)

#KCStat

